

IN THE CLAIMS

Please amend the claims as follows:

1. (Currently Amended): A server device, comprising:

a customer-information storage section which stores customer information regarding at least one registered customer;

a staff-information storage section which stores staff information regarding at least one sales staff in association with the customer information stored in said customer-information storage section;

a communications section which sends and receives predetermined information to and from at least one customer terminal and at least one sales-staff terminal which are connected with each other through a communications network;

a product-information sender which sends predetermined product information to the at least one customer terminal through said communications section;

a contact-information receiver which receives contact information sent, to any sales staff, from the at least one customer terminal in association with the product information sent by said product-information sender, through said communications section;

~~an~~ a customer information acquirer which acquires customer information regarding a customer corresponding to the at least one customer terminal from said customer-information storage section, ~~in accordance with~~ response to the contact information received by said contact-information receiver; ~~and~~

a staff-information acquirer which acquires staff information regarding a specified sales staff associated with the customer, from said staff-information storage section, in accordance with the customer information acquired by said customer information acquirer;
and

a sales-information sender which sends the customer information acquired by said information acquirer and the ~~contact~~ product information ~~received~~ sent by said ~~contact-~~ information-receiver product information sender, to ~~the at least one~~ a targeted sales-staff terminal through said communications section in accordance with the staff information acquired by said staff information acquirer.

2. (Currently Amended): The server device according to claim 1, wherein:

said product-information sender sends a Web page including predetermined product information to the at least one customer terminal; and

said sales-information sender sends an e-mail including the customer information acquired by said customer information acquirer and the contact information received by the contact-information receiver, to the at least one sales-staff terminal.

3. (Currently Amended): The server device according to claim 1, wherein further including:

~~a customer information storage section which stores information regarding at least one registered customer, in advance; and~~

~~a staff information storage section which stores information regarding at least one sales staff in association with the information stored in said customer information storage section, and~~

~~wherein said information acquirer acquires information regarding the customer corresponding to the at least one customer terminal from said customer information storage section, and acquires also the information regarding a sales staff corresponding to the customer from said staff information storage section, and~~

said staff information storage section stores staff information including an e-mail address of a sales staff;

said staff information acquirer acquires staff information including an e-mail address of a specified sales staff associated with a customer; and

said sales-information sender sends an e-mail including the information regarding the customer and acquired by said information acquirer and the contact information received by said contact-information receiver, to an e-mail address ~~included in the information regarding the at least one sales staff~~ and acquired by said staff-information acquirer.

4. (Currently Amended): A method for supporting sales performance, comprising the steps of:

sending predetermined product information to at least one customer terminal via a communications network;

receiving contact information sent, to any sales staff, from the at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring customer information regarding a customer corresponding to the at least one customer terminal, from a customer-information storage section storing customer information in ~~accordance with~~ response to the contact information received at said step of receiving the contact information; ~~and~~

acquiring staff information regarding a specified sales staff associated with the customer, from a staff-information storage section storing the staff information, in accordance with the customer information acquired at said step of acquiring customer information; and

sending the customer information acquired at said step of acquiring the customer information and the contact information received at said step of receiving the contact information, to ~~at least one~~ a targeted sales staff terminal through a communications network, in accordance with the staff information acquired at said step of acquiring staff information.

5. (Currently Amended): The method according to claim 4, wherein:

said step of sending the product information includes a step of sending a Web page including the predetermined product information to the at least one customer terminal; and

said step of sending the sales information includes a step of sending an e-mail including the customer information acquired at said step of acquiring the customer information, to said at least one sales staff terminal.

6. (Currently Amended): A method for supporting sales performance, comprising the steps of:

sending a Web page including product information, in response to accessing from at least one customer terminal through a communications network, to the at least one customer terminal;

receiving contact information sent, to any sales staff, from said at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring customer information regarding a customer corresponding to said at least one customer terminal, from a ~~predetermined~~ customer-information storage section storing customer information, in accordance with the contact information received at said step of receiving the contact information;

acquiring staff information regarding a specified ~~at least one corresponding~~ sales staff associated with the customer, from a ~~predetermined~~ staff-information storage section storing sales staff information, in accordance with the customer information acquired at said step of acquiring the customer information regarding the customer; and

setting, as an addressee, an e-mail address included in the staff information acquired at said step of acquiring the information regarding the at least one corresponding sales staff, thereby sending an e-mail including the customer information acquired at said step of acquiring the customer information and the contact information received at said step of receiving the contact information, ~~said to said~~ at least one sales-staff terminal of ~~the at least one corresponding~~ a targeted sales staff through a communications network.

7. (Currently Amended): A computer readable recording medium recording a program for controlling a computer to execute a method for supporting sales performance comprising the steps of:

sending predetermined product information to at least one customer terminal via a communications network;

receiving contact information sent, to any sales staff, from the at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring customer information regarding a customer corresponding to the at least one customer terminal, from a customer-information storage section storing customer information in ~~accordance with~~ response to the contact information received at said step of receiving the contact information; and

acquiring staff information regarding a specified sales staff associated with the customer, from a staff-information storage section storing the staff information, in

accordance with the customer information acquired at said step of acquiring customer information; and

sending the customer information acquired at said step of acquiring the customer information and the contact information received at said step of receiving the contact information, to at least one sales staff terminal through a communications network.

8. (Currently Amended): A data signal embodied in a carrier wave and representing an instruction sequence for controlling a computer to execute a method for supporting sales performance comprising the steps of:

sending predetermined product information to at least one customer terminal via a communications network;

receiving contact information sent, to any sales staff, from the at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring information regarding a customer corresponding to the at least one customer terminal, from a customer-information storage section storing customer information in accordance with response to the contact information received at said step of receiving the contact information; and

acquiring staff information regarding a specified sales staff associated with the customer, from a staff-information storage section storing the staff information, in accordance with the customer information acquired at said step of acquiring customer information; and

sending the customer information acquired at said step of acquiring the customer information and the contact information received at said step of receiving the contact

information, to ~~at least one~~ a targeted sales staff terminal through a communications network,
in association with the staff information acquired at said step of acquiring staff information.

9. (Currently Amended): A server device, comprising:

a customer-information storage section which stores customer information regarding
at least one registered customer;

a staff-information storage section which stores staff information regarding at least
one sales staff in association with the customer information stored in said customer-
information storage section;

a communications section which sends and receives predetermined information to and
from at least one customer terminal and at least one sales-staff terminal connected with each
other through a communications network;

a product-information sender which sends predetermined product information to the at
least one customer terminal through said communications section;

a request-information receiver which receives request information requesting a
detailed description of a product, sent ~~form~~ from the at least one customer terminal in
association with the product information sent by said product-information sender, through
said communications section;

~~an~~ a customer information acquirer which acquires customer information regarding a
customer corresponding to the at least one customer terminal from the customer information
storage section and ~~product information corresponding to the request information~~, in
~~accordance with~~ response to the request information received by said request-information
receiver; and

a staff-information acquirer which acquires staff information regarding a specified
sales staff associated with the customer, from said staff-information storage section, in

accordance with the customer information acquired by said customer information acquirer;
and

a sales-information sender which sends the customer information acquired by said
customer information acquirer and the request information received by said request
information receiver, in accordance with the staff information acquired by said staff
information acquirer to the at least one sales-staff terminal through the communications
section.

10. (Currently Amended): The server device according to claim 9, wherein:
said product-information sender sends a Web page including the predetermined
product information to the at least one customer terminal; and
said sales-information sender sends an e-mail including the customer information
acquired by said customer information acquirer and the request information received by said
request information receiver to the at least one sales-staff terminal.

11. (Currently Amended): A server device, comprising:
a customer-information storage section which stores in advance customer information
regarding at least one registered customer;
a staff-information storage section which stores staff information regarding at least
one sales staff in association with customer information regarding the at least one customer
stored in said customer-information storage section;
a communications section which sends and receives predetermined information to and
from at least one customer terminal and at least one sales-staff terminal through a
communications network;

a customer-information sender which sends the customer information stored in said customer-information storage section to the at least one customer terminal through said communications section;

a request-information receiver which receives request information for requesting update of the customer information, sent from the at least one customer terminal in association with the customer information sent by said customer-information sender ~~and for requesting to update registered information~~, through said communications section;

~~an~~ a customer information updating section which updates the customer information regarding the at least one customer and ~~being~~ received by said request-information receiver; ~~and~~

a staff information acquirer which acquires staff information regarding a specified sales staff associated with the customer, from said staff-information storage section; and

a sales-information sender which sends the customer information updated by said customer information updating section, to the at least one sales-staff terminal through the communications section in accordance with the staff information acquired by said staff information storage section.

12. (Currently Amended): The server device according to claim 11, wherein:

said customer-information sender sends a Web page including the customer information corresponding to the at least one customer terminal to the at least one customer terminal; and

said sales-information sending section sends an e-mail including the customer information updated by said customer information updating section, to said at least one sales-staff terminal.

13. (Currently Amended): A method for supporting sales performance, comprising the steps of:

sending predetermined product information, in response to accessing from at least one customer terminal through a communications network, to the at least one customer terminal;

receiving request information for requesting a detailed description of a product, sent from the at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring customer information regarding a customer corresponding to the at least one customer terminal ~~and the product information corresponding to the request information from~~ said customer information storage section storing the customer information, in accordance with response to the request information received at said step of receiving the request information; and

acquiring staff information regarding a specified sales staff associated with the customer, from a staff-information storage section storing the staff information, in accordance with the customer information acquired at said step of acquiring customer information; and

sending the customer information acquired at said step of acquiring the customer information and the request information received at said step of receiving request information to said at least one sales-staff terminal through a communications network in accordance with the staff information acquired at said step of acquiring staff information.

14. (Currently Amended): The method according to claim 13, wherein:

said step of sending the product information includes a step of sending a Web page including the predetermined product information to the at least one customer terminal; and

said step of sending the sales information includes a step of sending an e-mail including the customer information acquired at said step of acquiring the customer information, to the at least one sales-staff terminal.

15. (Currently Amended): A method for supporting sales performance, comprising the steps of:

sending information regarding at least one customer ~~registered~~ stored in a ~~predetermined~~ customer-information storage section, in response to accessing from the at least one customer terminal through a communications network, to the at least one customer terminal;

receiving request information, sent from the at least one customer terminal in association with the customer information sent at said step of sending the customer information and ~~representing a request for updating registered~~ requesting update of the customer information;

updating the customer information registered in the ~~predetermined~~ customer-information storage section, in accordance with the request information received at said step of receiving the request information; and

acquiring staff information regarding a specified sales staff associated with the customer, from said staff-information storage section storing the staff information; and

sending the customer information updated at said step of updating the customer information, to at least one sales-staff terminal through a communications network in accordance with the staff information acquired at said step of acquiring staff information.

16. (Currently Amended): The method according to claim 15, wherein:

said step of sending the customer information includes a step of sending a Web page including the customer information corresponding to the at least one customer terminal, to the at least one customer terminal; and

said step of sending the sales information includes a step of sending an e-mail including the customer information updated at said step of updating the customer information, to the at least one sales-staff terminal.

17. (Currently Amended): A computer readable recording medium recording a program for controlling a computer to execute a method for supporting sales performance, said method comprising the steps of:

sending predetermined product information, in response to accessing from at least one customer terminal through a communications network, to the at least one customer terminal;

receiving request information for requesting a detailed description of a product, sent from the at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring customer information regarding a customer corresponding to the at least one customer terminal from said customer information storage section storing the customer information ~~and the predetermined product information corresponding to the request information~~, in accordance with response to the request information received at said step of receiving the request information; ~~and~~

acquiring staff information regarding a specified sales staff associated with the customer, from a staff-information storage section storing the staff information, in accordance with the customer information acquired at said step of acquiring customer information; and

sending the customer information acquired at said step of acquiring the customer information and the request information received at said step of receiving request information to at least one sales-staff terminal through a communications network in accordance with the staff information acquired at said step of acquiring staff information.

18. (Currently Amended): A computer readable recording medium recording a program for controlling a computer to execute a method for supporting sales performance, said method comprising the steps of:

sending information regarding a customer ~~and being~~ stored in a ~~predetermined~~ customer-information storage section, in response to accessing from the at least one customer terminal through a communications network, to the at least one customer terminal;

receiving request information ~~for requesting to update registered information~~, sent from the at least one customer terminal in association with the customer information sent at said step of sending the customer information and requesting update of the customer information;

updating the customer information ~~stored~~ registered in the ~~predetermined~~ customer-information storage section, in accordance with the request information received at said step of receiving the request information; ~~and~~

acquiring staff information regarding a specified sales staff associated with the customer, from said staff-information storage section storing the staff information; and

sending the customer information updated at said step of updating the customer information, to at least one sales-staff terminal through a communications network in accordance with the staff information acquired at said step of acquiring staff information.

19. (Currently Amended): A data signal embodied in a carrier wave and representing an instruction sequence for controlling a computer to execute a method for supporting sales performance, said method comprising the steps of:

sending predetermined product information, in response to accessing from at least one customer terminal through a communications network, to the at least one customer terminal;

receiving request information for requesting a detailed description of a product, sent from the at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring customer information regarding a customer of the at least one customer terminal from said customer information storage section storing the customer information and the product information corresponding to the request information, in accordance with response to the request information received at said step of receiving the request information;
and

acquiring staff information regarding a specified sales staff associated with the customer, from a staff-information storage section storing the staff information, in accordance with the customer information acquired at said step of acquiring customer information; and

sending the customer information acquired at said step of acquiring the customer information and the request information received at said step of receiving request information to at least one sales-staff terminal through a communications network in accordance with the staff information acquired at said step of acquiring staff information.

20. (Currently Amended): A data signal embodied in a carrier wave and representing an instruction sequence for controlling a computer to execute a method for supporting sales performance, said method comprising the steps of:

sending information regarding a customer ~~registered~~ stored in a ~~predetermined~~ customer-information storage section, in response to accessing from the at least one customer terminal through a communications network, to the at least one customer terminal;

receiving request information sent from the at least one customer terminal in association with the customer information sent at said step of sending the customer information and requesting update of the customer information;

updating the customer information registered ~~regarding the customer~~ ~~stored~~ in the ~~predetermined~~ customer-information storage section, in accordance with the request information received at said step of receiving the request information; ~~and~~

acquiring staff information regarding a specified sales staff associated with the customer, from said staff-information storage section storing the staff information; and

sending the customer information ~~including the information~~ updated at said step of updating the customer information to at least one sales-staff terminal through a communications network in accordance with the staff information acquired at said step of acquiring staff information.